



U.S. Mission Monrovia

VACANCY ANNOUNCEMENT NUMBER: 16-03

OPEN TO: U.S. Citizen Eligible Family Members (USEFMs) - All Agencies

POSITION: Customer Service Specialist, FP-08*

OPENING DATE: February 10, 2016

CLOSING DATE: February 24, 2016

WORK HOURS: Full-time, 40 hours/week

SALARY: Not-Ordinarily Resident (NOR): FP-8*
*Final grade/step for NORs will be determined by Washington.

The U.S. Embassy is seeking qualified individuals for the position of **Customer Service Specialist** in the General Services Office.

BASIC FUNCTION OF POSITION

Under the supervision of the Supervisory General Services Officer (SGSO), the General Services Office Customer Service Specialist's main roles are to provide general oversight and quality control for the section's Locally Employed Staff, information and guidance for all customers seeking services and support from the section. The specialist will concentrate on providing oversight and quality control for the travel and custom and shipping sections which by nature are engaged consistently with customer interactions; trouble-shooting travel issues, providing one stop personnel arriving /departing assistance and coordinating of customer personal effects pack outs. The specialist will provide new arrival training in Integrated Logistics Management System (ILMS) Ariba and eServices to better assist them in requesting GSO services and support. The specialist will also be able to provide a wide range of general information and guidance for all management sections.

MAJOR DUTIES AND RESPONSIBILITIES:

Coordinates and provides quality control of travel management staff operations covering a wide variety of travel situations, including home leave and return to post, home leave and transfer, R&R, medical evacuation, invitational travel and emergency travel. S/he will maintain travel workload counts for the travel section. S/he will maintain contacts with working level personnel at the offices of airlines and hotels to facilitate obtaining reservations, especially on short notice.

Will research, analyze, and provide remediation recommendations for chronic issues encountered in the administration of the Embassy's travel services, i.e., incorrect bookings and changed/lost seat assignments, non-governmental compliance, etc. Maintains contact with appropriate personnel at the

airline and travel offices in order to facilitate resolution of problems. Maintains knowledge of current State and regulations. 40%

Coordinates and provides quality control of shipping staff operations such as the monitoring of employee personal effects pack-outs for timeliness, efficiency and productivity. Requires monitoring of employee and contractor schedules and tracking of onward personal effects shipments. 35%

Will assist customers with e2 travel processing and general issues; provides limited operational training in eServices and ILMS Ariba and motor pool trip requests to assist new arrival processing. Will provide general assistance and guidance to new arrivals with facilities work orders, Mission wide contact lists and other information as requested. Will trouble shoot specific customer service issues as needed in regards to GSO housing, property and supply issues. (20%)

Will act as backup for EFM Housing Coordinator as required. (5%)

QUALIFICATIONS REQUIRED

Applicants must address each required qualification listed below with specific and comprehensive information supporting each item. Failure to do so may result in a determination that the applicant is not qualified.

1. Secondary school graduate and a minimum of two years of college are required.
2. A minimum of three years of progressively responsible experience in business administrative field or closely related field is required. Or with five years of progressively responsible experience in business administrative field or closely related field, completion of secondary school will meet the requirement.
3. Level IV English is required- fluent degree of proficiency in writing, speaking and reading. (This will be tested)
4. General knowledge of travel, shipping, transport, customs or related field is required.
5. Must be able to deal tactfully, yet effectively, with business contacts and with US Citizen Personnel. Computer skills to include: Microsoft Word, Excel, Power Point are required. Must be able to use database and spreadsheet creation. Typing skills of 40 wpm required. (This will be tested)

SELECTION PROCESS: When qualified, applicants who are U.S. Citizen Eligible Family Members (USEFMs) and/or preference-eligible U.S. Veterans are given a preference in hiring. Therefore, it is essential that these applicants make themselves known as having a hiring preference and specifically address the required qualifications above in their application.

HIRING PREFERENCE ORDER:

- (1) USEFM who is ALSO a preference-eligible U.S. Veteran**
- (2) USEFM OR a preference-eligible U.S. Veteran**
- (3) FS on LWOP**

ADDITIONAL SELECTION CRITERIA:

1. Management may consider the following when determining successful candidacy: nepotism, conflicts of interest, budget, and residency status.
2. Current OR employees serving a probationary period are not eligible to apply. Current OR employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report (EPR) are not eligible to apply.
3. Current NOR employees hired on a Family Member Appointment (FMA) or a Personal Service Agreement (PSA) are not eligible to apply within the first 90 calendar days of their employment, unless they have a When Actually Employed (WAE) work schedule.
4. The candidate must be able to obtain and hold a (Secret) security clearance.
5. Candidates who are EFMs, USEFMs, AEFMs, or MOHs must have at least one year remaining on their sponsor's tour of duty to be considered eligible to apply for this position.

HOW TO APPLY: Applicants must submit the following documents to be considered:

1. Universal Application for Employment (UAE) (Form DS-174), which is available on our website or by contacting Human Resources. (See "For Further Information" above); and
2. Any additional documentation that supports or addresses the requirements listed above (e.g. transcripts, degrees, work and residency permits etc.)

IMPORTANT: Applicants claiming a U.S. Veteran's preference must submit written documentation confirming eligibility (e.g., Member Copy 4 of Form DD-214, Letter from the Veteran's Administration, or certification documenting eligibility under the VOW Act with an expected discharge no later than 120 days after the certification is submitted) by the closing date of the vacancy announcement. If the written documentation confirming eligibility is not received in the HR office by the closing date of the vacancy announcement, the U.S. Veteran's preference will not be considered in the application process. Specific criteria for receiving a U.S. Veteran's preference may be found in HR/OE's Family Member Employment Policy (FMEP).

WHERE TO APPLY:

Human Resources Office**Attention: Customer Service Specialist**

American Embassy

P. O. Box 98

1000 Monrovia 10 Liberia

Or Email to RecruitmentMonrovia@state.gov

EQUAL EMPLOYMENT OPPORTUNITY: The U.S. Mission provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs. The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

Appendix A - DEFINITIONS

Eligible Family Member (EFM): An EFM for employment purposes is defined an individual who meets **all** of the following criteria:

- U.S. Citizen or not a U.S. Citizen; **and**
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610); **or**
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term “child” shall include, in addition to natural offspring, stepchild, adopted child, and a child under legal guardianship of employee, spouse, or same-sex domestic partner when such child is expected to be under legal guardianship until 21 years of age and when dependent upon and normally residing with the guardian; **or**
- Parent (including stepparents and legally adoptive parents) of employee, spouse, or same-sex domestic partner, when such parent is at least 51 percent dependent on the employee for support; **or**
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, spouse, or same-sex domestic partner when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support; **and**
- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; **and**
- Is under chief of mission authority.

U.S. Citizen Eligible Family Member (USEFM): A USEFM is an individual who meets **all** of the following criteria:

- U.S. Citizen; **and**
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) of the sponsoring employee; **or**
- Child of the sponsoring employee who is unmarried and at least 18 years old; **and**
- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; and resides at the sponsoring employee's post of assignment abroad, or as appropriate, at an office of the American Institute in Taiwan; and is under chief of mission authority; **or**
- resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2; **or**
- Currently receives a U.S. Government retirement annuity or pension from a career in the U.S. Foreign Service or Civil Service.

Appointment Eligible Family Member (AEFM): An AEFM is an individual who meets **all** of the following criteria:

- U.S. Citizen; **and**
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) of the sponsoring employee; **or**
- Child of the sponsoring employee who is unmarried and at least 18 years old; **and**
- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan (AIT); **and**
- Is under chief of mission authority; **and**
- Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, at an office of the American Institute in Taiwan; **and**
- Does NOT currently receive a U.S. Government retirement annuity or pension from a career in the U.S. Foreign Service or Civil Service.

Member of Household (MOH): A MOH is an individual who meets **all** of the following criteria.

- A MOH is someone who accompanies or joins a direct-hire Foreign Service, Civil Service, or uniformed service member permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; and
- A MOH must be officially declared to the COM by the sponsoring employee as part of his/her household; and
- A MOH is under COM authority;
- A MOH may include a parent, unmarried partner, other relative, or adult child;
- A MOH may or may not be a U.S. Citizen;
- A MOH is **not** an EFM;
- A MOH is **not** listed on the travel orders or approved Form F-126 of a sponsoring employee.

Not Ordinarily Resident (NOR) – An individual who meets the following criteria:

- An EFM, USEFM or AEFM of a direct-hire Foreign Service, Civil Service, or uniformed service member permanently assigned or stationed abroad, or as appropriate, at an office of the American Institute in Taiwan; or
- Has diplomatic privileges and immunities; and
- Is eligible for compensation under the FS or GS salary schedule; and
- Has a U.S. Social Security Number (SSN); and
- Is not a citizen of the host country; and
- Does not ordinarily reside in the host country; and
- Is not subject to host country employment and tax laws.

Ordinarily Resident (OR) – An individual who meets the following criteria:

- A citizen of the host country; or
- A non-citizen of the host country (including a U.S. citizen or a third-country national) who is locally resident and has legal and/or permanent resident status within the host country and/or who is a holder of a non-diplomatic visa/work and/or residency permit; and/or
- Is subject to host country employment and tax laws.

CLOSING DATE FOR THIS POSITION: (February 24, 2016)

Drafted: HRA: PSMorris
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